

Improving Responsive Repairs

Transforming Service Delivery Through Efficiency and Innovation

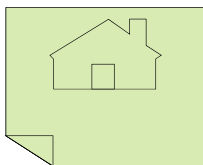
Sean Fry

Monday, 30 April 2012

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Improving Responsive Repairs

- A good foundation
 - Good business planning
 - Effective support services
- Vision & goals
 - Fair to good
 - Good to great



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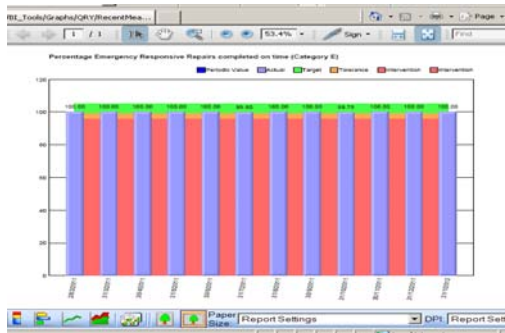
Improving Responsive Repairs

- So how did I and my team do it? What tools did we use?
 - Business planning
 - Projects using elements of PRINCE 2 methodology
 - Service improvement plans (SIP)
- Continuous improvement & Benchmarking
 - Where are we now?
 - Where do our customers and stakeholders want us to be?
 - How will we get there?
 - How will we make it happen?
 - What could get in our way?
 - CORVU

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CorVu



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Improving Responsive Repairs

- Technology
 - Introduction of handheld technology
 - A new work management and appointments system linked to handhelds and the corporate CRM system
 - Vehicle tracking £40k a year fuel saving and a 10% increase in productivity levels
- Productivity
 - New performance related pay scheme
 - Reduction in sickness absence

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- Efficiency
 - Business process improvement (BPI)
 - Van sub-impress stock
 - Supply Chain Partnership working.
 - Good work in progress (WIP) management.
 - Establishing a planning team.
 - Staff training and development

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Improving Responsive Repairs

- Financial
 - Maximise external income generation to reduce service overhead costs
 - Benchmarking service to demonstrate best value
 - Regular budget meetings
 - Fundamental service review
 - Working with Tenants to ensure service meets with their needs

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Questions?



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